

Questions and Answers from United Healthcare

1. Privacy issues

UnitedHealthcare (UHC) is fully compliant with HIPAA, CLIA, and state laws. UHC is **not** requesting clinical information that may otherwise be excluded under Federal and/or Indiana state law (i.e. HIV testing, mental health records, etc.).

The handling of information is defined within our Security Notice and can be found at www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=858985642192b010VgnVCM100000c520720a.

2. Administrative burdens/cost

UHC is working diligently to reduce administrative burdens. We understand different offices have different capabilities, so there are a variety of options available. UHC can help physicians choose which options may work best for their individual situations.

Our Network managers are already working with many large groups to implement the transmission of data. So if a physician is part of a larger group, they may want to check with their physician leadership first. Anyone who is unsure can also contact their UHC Network Account Manager or Provider Advocate.

3. What happens if a physician doesn't comply?

The collection of clinical data helps ensure the highest quality of care for our members, and we rely on our partnership with physicians to help achieve those results. If a physician feels like he or she will be unable to comply, I would encourage them to reach out to their UHC Network Account Manager or Provider Advocate.

4. At this time it is Medicare Advantage only is that correct?

Correct. Lab data (specifically HbA1c) for Medicare members is the first priority.

5. There's concern that other carriers are not doing this; why only UHC?

It is my understanding that Humana has had a similar program in place for several years. It is likely that physicians in Indiana are less familiar with those requirements since Humana doesn't have a large presence in the state.

6. About legality, what are the federal and state laws UHC is referring to?

UnitedHealthcare is obligated to collect and report certain data as outlined by several entities including CMS and NCQA. Additionally, UHC must comply with regulations outlined in the Affordable Care Act. As far as the data collection process, UHC fully complies with federal law including the HIPAA Privacy Rule and CLIA and also any Indiana state laws.

7. We understand Indiana is in the first wave, but who is in that wave? Will it be by counties or what?

The first phase includes any participating Indiana physician caring for a UHC Medicare member. There are no geographical boundaries.

8. Will UHC be contacting the providers directly or will this be through another source?

Yes. UHC is actively engaged with physician outreach. Additionally, UHC has made available a variety of resources at www.unitedhealthcareonline.com, including FAQs, network bulletins, and information on the data submission process.

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